Alabama MMIS

Alabama MMIS Change Order/Defect Process

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1. Document Control

The latest version of this document is stored electronically. Any printed copy has to be considered an uncontrolled copy.

1.1 Document Information Page

Required Information	Definition
Document Title	Alabama MMIS Change Order/Defect Process
Location:	https://pwb.alxix.slg.eds.com/alxix/QA/Developer%20Processes/
Owner:	DXC
Author:	[redacted]

1.2 Amendment History

The following Amendment History log contains a record of changes made to this document:

Date	Author	Reason for Change	Changes (Section, Page(s) and Text Revised
11/05/2014	[redacted]	Addition of Documentation Process for Creating AMMIS Manual Entry for a New Panel or Report	Section 8.2.5 added
1/15/2016	[redacted]	Update references to HPES, HP, and HP Enterprise Services to HPE. Changed any references of [redacted] to [redacted] and [redacted].	All sections were updated to reflect the correct company name.
01/31/2017	[redacted]	Added note to section regarding DMRB approval.	Section 7.1
10/03/2017	[redacted]	Added information about new status 'Prod Implementation – Verification Bypassed'. Made additional updates throughout.	Section 7.4.2, number 2.
3/29/2018	[redacted]	Revamped the entire to merge the Batch and UI processes, update HPE to DXC, and to document changes/additions to the process since the last update.	All

1.3 Related documentation

Document	Description	url
Global Glossary	List of commonly used terms and acronyms associated with the Alabama MMIS.	https://pwb.alxix.slg.eds.com/alxix/ProjectPlanALXIX/Alabama%20Glossary%20and%20Acronyms.docx

Document	Description	url
iTRACE	Web-based, shared repository for documentation, change order status, communication, metrics, and process guides. The result is visibility into system changes and processes for the Agency.	https://pwb.alxix.slg.eds.com/alxix/
Alabama Interactive Portal (AIP)	Tool to generate and update Change Orders, Tasks, and Defects.	https://pwb.alxix.slg.eds.com/alxix/ZAIP/utils/PortalDefault.asp
Alabama Specific Processes	Common work processes and procedures to assist developers in performing their jobs.	https://pwb.alxix.slg.eds.com/alxix/QA/Developer%20Processes/
Alabama interChange Standards Document (UI)	User Interface (UI) operational and coding standards guide.	https://pwb.alxix.slg.eds.com/alxix/UI/interChange/Alabama%20UI%20Coding%20Standards.docx
Automated CSR Process	PowerPoint used to show the procedures Agency members and DXC leaders use to submit a CSR.	https://pwb.alxix.slg.eds.com/alxix/QA/Forms/Alabama%20Automated%20CSR%20Process.pptx
Batch – Alabama Exception Promotion Form	Form used by batch developers to request exception promotions of their code to Model Office, ACC, and/or Production outside of the normal release.	https://pwb.alxix.slg.eds.com/ALXIX/QA/Forms/alabama_exception%20promotion_batch.doc
Coverity Instruction Manuals	Coverity allows developers to scan their code with Coverity Static Analysis in order to find software quality issues such as resource leaks and concurrency issues.	Batch - https://pwb.alxix.slg.eds.com/alxix/help/Training/Scanners/AL%20ASQC%20-%20Coverity%20Personal%20Instructions%20-%20C.mht UI - https://pwb.alxix.slg.eds.com/alxix/help/Training/Scanners/AL%20ASQC%20-%20Coverity%20Personal%20Instructions%20-%20CSharp%20(UI).mht
Data Model Change Process	Database Promotion Procedures	https://pwb.alxix.slg.eds.com/ALXIX/help/Training/Development%20Processes/Database%20Promotion%20Procedures.htm
Estimating Excel Spreadsheet	SE/BA Estimating Tool	https://pwb.alxix.slg.eds.com/ALXIX/QA/Forms/hc%20alxix%20functional%20area%20estimating%20algorithm%20tool.xlsm
Implementation Plan	Implementation steps to be taken as part of the promotion process.	https://pwb.alxix.slg.eds.com/ALXIX/QA/Forms/implementation%20plan.mht
Release Coordinator Instructions	Instructions utilized by release coordinators when promoting code.	https://pwb.alxix.slg.eds.com/ALXIX/QA/Forms/mo%20release%20procedure%20checklist.mht
Subsystem Impact Form	List of impacted subsystems associated with a CSR.	https://pwb.alxix.slg.eds.com/ALXIX/QA/Forms/subsystem%20impact%20form.mht
Walkthrough Form	Checklist of items that must be performed before a CO/Defect can be promoted.	https://pwb.alxix.slg.eds.com/ALXIX/QA/Forms/walkthrough%20form%20template.mht

Document	Description	url
UI – Alabama Exception Promotion Form	Form used by UI developers to request exception promotions of their code to Model Office, ACC, and/or Production outside of the normal release.	https://pwb.alxix.slg.eds.com/ALXIX/QA/Forms/alabama%20ui%20exception%20promotion%20form.docx

2. Definition Phase

There are four ways a system change is identified in the AMMIS:

1. **Agency Identified Change** – Customer Service Request (CSR) initiated by the Alabama Medicaid Agency (Agency) in order to add new functionality or change the criteria of existing functionality within the Alabama Medicaid Management Information System (AMMIS). Work associated with an Agency Identified Change is normally billable.
2. **DXC Identified and Agency Approved Change** – Customer Service Request (CSR) initiated by DXC and approved as billable by the Agency's MMIS office in order to add new or enhance existing functionality within the AMMIS. Work associated with a DXC Identified and Agency Approved Change is billable.
3. **DXC Identified Change** – Change Orders (COs) or Tasks initiated by DXC in order to improve system performance or maintenance. These COs primarily benefit DXC staff and are not billable.
4. **Defects** – Deficiencies identified by DXC or the Agency to correct problems with existing, agreed upon functionality. Defects are not billable.

2.1 Agency Identified Change

Customer Service Request (CSR) initiated by the Alabama Medicaid Agency (Agency) in order to add new functionality or change the criteria of existing functionality within the Alabama Medicaid Management Information System (AMMIS).

See Alabama Automated CSR Process PowerPoint presentation for Agency process.

CSR sent to DXC as a Mother CO:

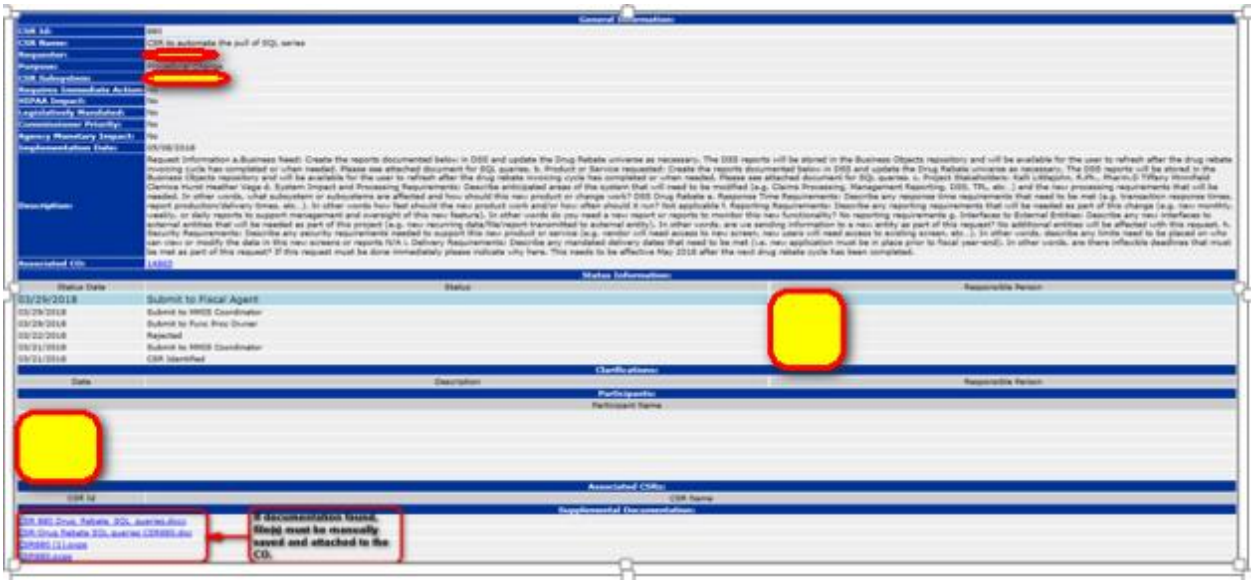
1. DXC Systems Supervisors and the Agency Base team receive email notification that a Mother CO has been written as a result of a new Agency CSR request. The default CO status is **"Change Order Written."** The Mother CO status will not be changed to "**Prod Implementation**" until ALL associated subsystem child COs are in production and approval is received from the Agency's designated approver (Currently [redacted] and/or [redacted]). Information found on the CO is Read-Only to all users, with the exception of DXC Systems Supervisors and Administrators.

   Responsible Party(s): DXC Systems Supervisors

2. Review CSR link:

   Responsible Party(s): DXC Supervisors

3. Scroll to "Supplemental Documentation:" If documentation is found, save the file and manually attach it to the Mother CO. Documentation attached to the CSR is NOT automatically transferred to the Mother CO and must be manually copied.



Responsible Party(s): DXC Systems Supervisors

4. System analysis is performed:

   I. A "Subsystem Impact Form" is attached to each Mother CO.

   Responsible Party(s): DXC Systems Supervisors

   II. Prior to an internal weekly CSR meeting, a list of new CSRs received since the last meeting is emailed to the DXC Systems team, along with the Provider Representative Supervisor and Claims Manager.

   Responsible Party(s): DXC Systems Supervisors

   III. New CSRs are reviewed in a weekly CSR meeting with the DXC Systems team. A decision is made at this time if all subsystem impacts are known, additional analysis is needed, or further clarification is needed from the Agency.

   a) All impacts are known: the impacted subsystem team(s) are instructed to update the "Subsystem Impact Form" for all subsystems.

   Responsible Party(s): DXC TFALs and BAs

   b) Additional analysis is needed: Internal meetings are scheduled, as needed. CSR is reviewed again in the following weeks CSR meeting.

   Responsible Party(s): DXC Systems Supervisors, TFALs and BAs

   c) Further clarification is needed from the Agency: A meeting request is submitted to the Agency.

   Responsible Party(s): DXC Systems Supervisors, TFALs and BAs

IV. If changes are needed in a specific subsystem, a subsystem CO (Also referred to as a "Child CO") is written using the Alabama Interactive Portal (AIP) and attached as a "Predecessor/Successor" to the original Mother CO. For each subsystem child CO (*Required):

a) *Short Name: Should be meaningful and related to the change being requested.

b) *Project: Should be "Operations CSR".

c) *Owner: Should be copied from the same field on the Mother CO.

d) *Type: Should be 'CO' or 'Task'.

e) Defect Type: Is not required and is not currently used.

f) Defect Environment: Is not required and is not currently used.

g) *Subsystem: Select from the dropdown.

h) *Grouping: Select from the dropdown.

i) *Complexity: Select from the dropdown.

j) *Severity: Select from the dropdown.

k) CO Reference: Should be copied from the same field on the Mother CO.

l) Critical Path: Is not required and is not currently used.

m) Agency Priority: Should be copied from the same field on the Mother CO. May not be known at the time the child CO is written.

n) *Billable: Will be 'Y' in most cases. A common exception would be HCPCS.

o) Start Date: Is not required and is not currently used.

p) Due Date: Is not required and is not currently used.

q) *Desired Solution Narrative: Meaningful description of what needs to be accomplished. This field may be updated several times throughout the life of the CO as more information is known.

r) Business Impact Narrative: This field may be updated several times throughout the life of the CO as more information is known.

- Two lines of information will be included for each request. Each of these will be titled as such in the Business Impact section:

  Providers/Recipients Impacted –

  Operational Team(s) Impacted -

  *NOTE: ***Providers/Recipients*** – Refers to external Alabama Medicaid providers/vendors and the recipient community.

  Operational Team(s) – Refers to internal DXC staff (i.e. Recipient Call Center, Provider Representatives, etc.)

- If there is no impact for a given line item above, the line item will still be listed, followed by "None".
- If the Provider and/or Recipient communities will be impacted, then after the first line, type in either "Providers Impacted", "Recipients Impacted", or "Both"
- If an Operational Team is impacted by the request, then after the second line, type in name of the Operational Team(s) Impacted
- As a rule of thumb, if there is an identified Impact to Providers and/or Recipients, then by default one or more Operational Team(s) will be impacted as well.
- If there is question about the impact to providers, recipients, or any one of the operational teams, the BA should consult with the Supervisor over the appropriate impacted operational areas to assist in the determination of impact. If there is a need for provider outreach, the BA will document this need in the Business Impact section.
- When completed with the "Business Impact" section, the BA will email the appropriate supervisor and operational manager, if there is an impact. They do **NOT** need to be notified if there is **NO** impact.
- The email notification, to the appropriate operational supervisor and manager, will be attached to the request in iTRACE and noted under the second line of information in the Business Impact section (see CO 7544 for example).
    - Please refer to **Section 12 Operations Impact Email** for an example of a standard e-mail notification to the operations manager and supervisor regarding potential impacts.
- The operational supervisor should review the request and work with the Agency to decide if any additional actions are required.
    - If a provider notice is needed, the Provider Representative supervisor will prepare the communication and consult with the BA if further information is needed about the request.
    - The BA and the Provider Representative supervisor will work together as the request progresses through the lifecycle of the request, to ensure the movements of the request and provider outreach communication are timed appropriately.

s) *Impact: The SE/BA is required to update the field with either Y or N, based on the information provided in the "Business Impact Narrative".

- If any of the two lines of information entered is determined to have an impact, then this field is updated with a Y.
- If both lines of information noted above is determined and noted with '**None'**, then this field is updated with a N.

- Leaving the field blank is not an option.

t) Technical Specifications: this field may be updated several times throughout the life of the CO as more information is known.

Responsible Party(s): DXC SEs and BAs

NOTE:

Database (DB) changes may or may not be identified at this time. At the point database changes are identified, a DB CO will be written.

Database changes require some additional documentation and steps. Please refer to iTRACE Data Model Change Process for those details and how to promote Data Model changes.

V. Subsystem COs are assigned to an SE and BA by the supervisors/subsystem TFALs, based on priority and/or due date. In most cases, priority will be determined in monthly subsystem meetings with the Agency. Once assigned, the status on the CO is changed to either "**SE Assigned**" or "**Const/Unit Test in Progress**". The Participants tab in AIP must also be updated to reflect the assigned team members.

Responsible Party(s): DXC Systems Supervisors and TFALs

5. Design/Construction Phase begins. Refer to Section 3 for the detailed steps involved in that phase.

2.2 DXC Identified and Agency Approved Change

Customer Service Request (CSR) initiated by DXC and approved as billable by the Agency's MMIS office in order to add new or enhance existing functionality within the AMMIS.

See Alabama Automated CSR Process PowerPoint presentation for process to submit a CSR:

The Agency approves a DXC request for a billable CSR:

1. DXC Systems Supervisors and the Agency Base team receive email notification that a Mother CO has been written as a result of a new Agency approved CSR request. The default CO status is **"Change Order Written."** The Mother CO status will not be changed to "**Prod Implementation**" until ALL associated subsystem COs are in production and approval is received from the Agency's MMIS Office. Information found on the CO is Read-Only to all users, with the exception of DXC Systems Supervisors and Administrators.

   Responsible Party(s): DXC Systems Supervisors

2. Respond to the Agency's approval to open a billable CSR with the Mother CO number. Include the Agency base distribution list ( ). This step is in addition to the automated notification completed in step 1.

   Responsible Party(s): DXC Systems Supervisors

3. System analysis is performed:

   I. A "Subsystem Impact Form" is attached to each Mother CO.

      Responsible Party(s): DXC Systems Supervisors

   II. Prior to an internal weekly CSR meeting, a list of new CSRs received since the last meeting is emailed to the DXC Systems team, along with the Provider Representative Supervisor and Claims Manager.

      Responsible Party(s): DXC Systems Supervisors

   III. New CSRs are reviewed in a weekly CSR meeting with the DXC Systems team. A decision is made at this time if all subsystem impacts are known, additional analysis is needed, or further clarification is needed from the Agency.

      a) All impacts are known: the impacted subsystem teams are instructed to update the "Subsystem Impact Form" for all subsystems.

      Responsible Party(s): DXC TFALs and BAs

      b) Additional analysis is needed: Internal meetings are scheduled, as needed. CSR is reviewed again in the following weeks CSR meeting.

      Responsible Party(s): DXC Systems Supervisors, TFALs and BAs

      c) Further clarification is needed from the Agency: A meeting request is submitted to the Agency.

      Responsible Party(s): DXC Systems Supervisors, TFALs and BAs

IV. If changes are needed in a specific subsystem, a subsystem CO (Also referred to as a "Child CO") is written using the Alabama Interactive Portal (AIP) and attached as a "Predecessor/Successor" to the original Mother CO (if no changes are needed for a specific subsystem, no CO will be written). For each subsystem child CO (*Required):

a) *Short Name: Should be meaningful and related to the change being requested.

b) *Project: Should be "Operations CSR".

c) *Owner: Should be copied from the same field on the Mother CO.

d) *Type: Should be 'CO' or 'Task'.

e) Defect Type: Is not required and is not currently used.

f) Defect Environment: Is not required and is not currently used.

g) *Subsystem: Select from the dropdown.

h) *Grouping: Select from the dropdown.

i) *Complexity: Select from the dropdown.

j) *Severity: Select from the dropdown.

k) CO Reference: Should be copied from same field on the Mother CO.

l) Critical Path: Is not required and is not currently used.

m) Agency Priority: Should be copied from the same field on the Mother CO. May not be known at the time the child CO is written.

n) *Billable: Will be 'Y' in most cases. A common exception might be HCPCS.

o) Start Date: Is not required and is not currently used.

p) Due Date: Is not required and is not currently used.

q) *Desired Solution Narrative: Meaningful description of what needs to be accomplished. This field may be updated several times throughout the life of the CO as more information is known.

r) Business Impact Narrative: This field may be updated several times throughout the life of the CO as more information is known.

- Two lines of information will be included for each request. Each of these will be titled as such in the Business Impact section:

  Providers/Recipients Impacted -

  Operational Team(s) Impacted -

  *NOTE: ***Providers/Recipients*** – Refers to external Alabama Medicaid providers/vendors and the recipient community.

  Operational Team(s) – Refers to internal DXC staff (i.e. Recipient Call Center, Provider Representatives, etc.)

- If there is no impact for a given line item above, the line item will still be listed, followed by "None".
- If the Provider and/or Recipient communities will be impacted, then after the first line, type in either "Providers Impacted", "Recipients Impacted", or "Both"
- If an Operational Team is impacted by the request, then after the second line, type in name of the Operational Team(s) Impacted
- As a rule of thumb, if there is an identified Impact to Providers and/or Recipients, then by default one or more Operational Team(s) will be impacted as well.
- If there is question about the impact to providers, recipients, or any one of the operational teams, the BA should consult with the Supervisor over the appropriate impacted operational areas to assist in the determination of impact. If there is a need for provider outreach, the BA will document this need in the Business Impact section.
- When completed with the "Business Impact" section, the BA will email the appropriate supervisor and operational manager, if there is an impact. They do **NOT** need to be notified if there is **NO** impact.
- The email notification, to the appropriate operational supervisor and manager, will be attached to the request in iTRACE and noted under the second line of information in the Business Impact section (see CO 7544 for example).
    - Please refer to **Section 12 Operations Impact Email** for an example of a standard e-mail notification to the operations manager and supervisor regarding potential impacts.
- The operational supervisor should review the request and work with the Agency to decide if any additional actions are required.
    - If a provider notice is needed, the Provider Representative supervisor will prepare the communication and consult with the BA if further information is needed about the request.
    - The BA and the Provider Representative supervisor will work together as the request progresses through the lifecycle of the request, to ensure the movements of the request and provider outreach communication are timed appropriately.

s) *Impact: The lead BA is required to update the field with either Y or N, based on the information provided in the "Business Impact Narrative".

- If any of the two lines of information entered is determined to have an impact, then this field is updated with a Y.
- If both lines of information noted above is determined and noted with '**None'**, then this field is updated with a N.

- Leaving the field blank is not an option.

t) Technical Specifications: this field may be updated several times throughout the life of the CO as more information is known.

Responsible Party(s): DXC TFALs and BAs

NOTE:

Database (DB) changes may or may not be identified at this time. At the point database changes are identified, a DB CO will be written.

Database changes require some additional documentation and steps. Please refer to iTRACE Data Model Change Process for those details and how to promote Data Model changes.

V. Subsystem COs are assigned to an SE and BA by the supervisors, based on priority and/or due date. In most cases, priority will be determined in monthly subsystem meetings with the Agency. Once assigned, the status on the CO is changed to either "SE Assigned" or "Const/Unit Test in Progress". The Participants tab in AIP must also be updated to reflect the assigned team members.

Responsible Party(s): DXC Systems Supervisors

4. Design/Construction Phase begins. Refer to Section 3 for the detailed steps involved in that phase.

2.3 DXC Identified Change

Change Orders (COs) or Tasks initiated by DXC in order to improve system performance or perform maintenance. These COs primarily benefit DXC staff and are not billable.

1. Subsystem CO(s) and Tasks are entered into the AIP as non-billable. The default status for a CO is "**Change Order Written**" and for a Task is "**Issue Identified**". For each CO/Task (*Required):

a) *Short Name: Should be meaningful and related to the change being requested.

b) *Project: Should be "MNT".

c) *Owner: Should be the CO author.

d) *Type: Should be 'CO' or 'Task'.

e) Defect Type: Is not required and is not currently used.

f) Defect Environment: Is not required and is not currently used.

g) *Subsystem: Select from the dropdown.

h) *Grouping: Select from the dropdown. **NOTE:** Should never be "Operations CSR".

i) *Complexity: Select from the dropdown.

j) *Severity: Select from the dropdown.

k) CO Reference: Not required for non-billable COs unless the CO was written as a result of an Issue. If the CO created is the result of an Issue created in the Issue Management tool, the Issue number is required in BOTH the "CO Reference" field and the "Desired Solution Narrative".

l) Critical Path: Is not required and is not currently used.

m) Agency Priority: Usually not applicable for non-billable CO's. Exceptions include OIG audit findings and HCPCS.

n) *Billable: Will be 'N' in all cases.

o) Start Date: Is not required and is not currently used.

p) Due Date: Is not required and is not currently used.

q) *Desired Solution Narrative: Meaningful description of what needs to be accomplished. This field may be updated several times throughout the life of the CO as more information is known.

r) Business Impact Narrative: This field may be updated several times throughout the life of the CO as more information is known.

- Two lines of information will be included for each request. Each of these will be titled as such in the Business Impact section:

  Providers/Recipients Impacted -
  Operational Team(s) Impacted -

*NOTE: ***Providers/Recipients*** – Refers to external Alabama Medicaid providers/vendors and the recipient community.
Operational Team(s) – Refers to internal DXC staff (i.e. Recipient Call Center, Provider Representatives, etc.)

- If there is no impact for a given line item above, the line item will still be listed, followed by "None".
- If the Provider and/or Recipient communities will be impacted, then after the first line, type in either "Providers Impacted", "Recipients Impacted", or "Both"
- If an Operational Team is impacted by the request, then after the second line, type in name of the Operational Team(s) Impacted
- As a rule of thumb, if there is an identified Impact to Providers and/or Recipients, then by default one or more Operational Team(s) will be impacted as well.
- If there is question about the impact to providers, recipients, or any one of the operational teams, the BA should consult with the Supervisor over the appropriate impacted operational areas to assist in the determination of impact. If there is a need for provider outreach, the BA will document this need in the Business Impact section.
- When completed with the "Business Impact" section, the BA will email the appropriate supervisor and operational manager, if there is an impact. They do **NOT** need to be notified if there is **NO** impact.
- The email notification, to the appropriate operational supervisor and manager, will be attached to the request in iTRACE and noted under the second line of information in the Business Impact section (see CO 7544 for example).
    - Please refer to **Section 12 Operations Impact Email** for an example of a standard e-mail notification to the operations manager and supervisor regarding potential impacts.
- The operational supervisor should review the request and work with the Agency to decide if any additional actions are required.
    - If a provider notice is needed, the Provider Representative supervisor will prepare the communication and consult with the BA if further information is needed about the request.
    - The BA and the Provider Representative supervisor will work together as the request progresses through the lifecycle of the request, to ensure the movements of the request and provider outreach communication are timed appropriately.

s) *Impact: The lead BA is required to update the field with either Y or N, based on the information provided in the "Business Impact Narrative".

- If any of the two lines of information entered is determined to have an impact, then this field is updated with a Y.
- If both lines of information noted above is determined and noted with '**None'**, then this field is updated with a N.
- Leaving the field blank is not an option.

t) Technical Specifications: this field may be updated several times throughout the life of the CO as more information is known.

Responsible Party(s): DXC TFALs and BAs

NOTE:

Database (DB) changes may or may not be identified at this time. At the point database changes are identified, a DB CO will be written.

Database changes require some additional documentation and steps. Please refer to iTRACE Data Model Change Process for those details and how to promote Data Model changes.

2. The DXC Systems supervisors assign the CO to an SE and BA and set its priority. The priority is determined in light of the impact to the system and other system priorities. Once assigned, the status on the CO is changed to "**SE Assigned**" or "**Const/Unit Test in Progress**". The Participants tab in AIP must also be updated to reflect the assigned team members.

Responsible Party(s): DXC Systems Supervisors

3. Design/Construction Phase begins. Refer to Section 3 for the detailed steps involved in that phase.

2.4 Defects

Deficiencies identified by DXC or the Agency to correct problems with existing, agreed upon functionality.

1. Subsystem changes are entered into the AIP as a "Defect". The default CO status is "**Issue Identified**."

   a) *Short Name: Should be meaningful and related to the change being requested.

   b) *Project: Should be "MNT".

   c) *Owner: Should be the Defect author.

   d) *Type: Should be "Defect".

   e) Defect Type: Is not required and is not currently used.

   f) Defect Environment: Is not required and is not currently used.

   g) *Subsystem: Select from the dropdown.

   h) *Grouping: Select from the dropdown.

   i) *Complexity: Select from the dropdown.

   j) *Severity: Select from the dropdown.

   k) CO Reference: Not required for defects unless the defect was written as a result of an Issue or a CSR. If the defect created is the result of an Issue created in the Issue Management tool, the Issue number is required in BOTH the "CO Reference" field and the "Desired Solution Narrative". If the defect is created as a result of changes implemented as part of a CSR, the CSR number should be included in the "CO Reference" field.

   l) Critical Path: Is not required and is not currently used.

   m) Agency Priority: Usually not applicable for Defects.

   n) *Billable: Will be 'N' in all cases.

   o) Start Date: Is not required and is not currently used.

   p) Due Date: Is not required and is not currently used.

   q) *Desired Solution Narrative: Meaningful description of what needs to be accomplished. This field may be updated several times throughout the life of the CO as more information is known.

   r) Business Impact Narrative: This field may be updated several times throughout the life of the Defect as more information is known.

   - Two lines of information will be included for each request. Each of these will be titled as such in the Business Impact section:

     Providers/Recipients Impacted -

     Operational Team(s) Impacted -

     *NOTE: ***Providers/Recipients*** – Refers to external Alabama Medicaid providers/vendors and the recipient community.

***Operational Team(s)* –** Refers to internal DXC staff (i.e. Recipient Call Center, Provider Representatives, etc.)

- If there is no impact for a given line item above, the line item will still be listed, followed by "None".
- If the Provider and/or Recipient communities will be impacted, then after the first line, type in either "Providers Impacted", "Recipients Impacted", or "Both"
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- As a rule of thumb, if there is an identified Impact to Providers and/or Recipients, then by default one or more Operational Team(s) will be impacted as well.
- If there is question about the impact to providers, recipients, or any one of the operational teams, the BA should consult with the Supervisor over the appropriate impacted operational areas to assist in the determination of impact. If there is a need for provider outreach, the BA will document this need in the Business Impact section.
- When completed with the "Business Impact" section, the BA will email the appropriate supervisor and operational manager, if there is an impact. They do **NOT** need to be notified if there is **NO** impact.
- The email notification, to the appropriate operational supervisor and manager, will be attached to the request in iTRACE and noted under the second line of information in the Business Impact section (see CO 7544 for example).
    - Please refer to **Section 12 Operations Impact Email** for an example of a standard e-mail notification to the operations manager and supervisor regarding potential impacts.
- The operational supervisor should review the request and work with the Agency to decide if any additional actions are required.
    - If a provider notice is needed, the Provider Representative supervisor will prepare the communication and consult with the BA if further information is needed about the request.
    - The BA and the Provider Representative supervisor will work together as the request progresses through the lifecycle of the request, to ensure the movements of the request and provider outreach communication are timed appropriately.
- The following information must be included with Defects:
    - Is this Defect a result of recent changes?
    - If so, what CO/Defect?
    - If not, can we tell how long it's been going on?

s) *Impact: The lead BA is required to update the field with either Y or N, based on the information provided in the "Business Impact Narrative".

- If any of the two lines of information entered is determined to have an impact, then this field is updated with a Y.
- If both lines of information noted above is determined and noted with '**None'**, then this field is updated with a N.
- Leaving the field blank is not an option.

t) Technical Specifications: this field may be updated several times throughout the life of the CO as more information is known.

Responsible Party(s): DXC Systems Supervisors, SEs, and BAs

2. The DXC system supervisors assign the Defect to an SE and BA and set its priority. The priority is determined in light of the impact to claims payment and other system priorities. Once assigned, the status on the Defect is changed to "**SE Assigned**" or "**Const/Unit Test in Progress**". The Participants tab in AIP must also be updated to reflect the assigned team members.

   Responsible Party(s): DXC Systems Supervisors, SEs, and BAs

3. Design/Construction Phase begins. Refer to Section 3 for the detailed steps involved in that phase.

2.5 Cancellation of a "Billable CO/Task" or "Defect"

The following steps are required to request the cancellation of a billable CO/Task or Defect:

1. Status of the CO/Defect is changed to "**Under CCB Review**".

   Responsible Party(s): DXC Systems Supervisors, SEs and BAs

2. DXC Systems Supervisor will add the cancellation request to the next CCB agenda.

   Responsible Party(s): DXC Systems Supervisors

3. Request will be discussed in a CCB meeting with the Agency. The CCB has the option to approve, deny, or defer the request.

- If the CCB approves the cancellation request, the DXC Systems Supervisor or assigned SE/BA will log into AIP and:
  - Add a note of clarification to the CO/Defect, indicating the Agency approved the cancellation.
  - Change the status of the CO/Defect to "**Cancelled**" in iTRACE.
  - Attach the CCB meeting minutes to the CO/Defect as verification.
- If the CCB denies the cancellation request, the DXC Systems Supervisor or assigned SE/BA will log into AIP and:
  - Add a note of clarification to the request, indicating the reasons for the denial.
  - Change the CO/Defect status back to the previous setting prior to "**Under CCB Review**".
  - Attach the CCB meeting minutes, which will note the denial, to the CO/Defect.
- If the CCB defers the cancellation request, the DXC Systems Supervisor or assigned SE/BA will log into AIP and:
  - Add a note of clarification to the CO/Defect, indicating the Agency has deferred the cancellation request to a future CCB meeting and note any reason given for the deferral.
  - The DXC Systems Supervisor will add the cancellation request to the next CCB agenda.
  - Repeat step 3 as necessary.

Responsible Party(s): DXC Systems Supervisors, SEs, & BAs

2.6 Changing a Non-Billable CO to a Billable CO

The following steps are required when DXC believes a non-billable CO should be changed to a billable CO:

1. Status of the CO is changed to "**Under CCB Review**".

   Responsible Party(s): DXC Systems Supervisors, SEs and BAs

2. DXC Systems Supervisor will add the change request to the next CCB agenda.

   Responsible Party(s): DXC Systems Supervisors

3. Request will be discussed in a CCB meeting with the Agency. The CCB has the option to approve, deny, or defer the request.

- If the CCB approves the change request, the DXC Systems Supervisor or assigned SE/BA will log into AIP and:
  - Add a note of clarification to the CO, indicating the Agency approved the designation change.
  - Change the CO status back to the previous setting prior to "**Under CCB Review**".
  - Change the "*Billable" field from an "N" to a "Y".
  - Add "AAyyyymmddvv" to the "CO Reference" field, whereas:
    - AA = Agency Approved
    - yymmdd = the date the Agency approved the CO
    - vv = version number, (ex: 01, 02, 03, etc.)
  - Attach the CCB meeting minutes to the CO as verification.
- If the CCB denies the change request, the assigned SE/BA or DXC Systems Supervisor will log into AIP and:
  - Add a note of clarification to the CO, indicating the reasons for the denial.
  - Change the status, in iTRACE, back to the previous setting prior to "**Under CCB Review**".
  - Attach the CCB meeting minutes, which will note the denial, to the CO in iTRACE.
- If the CCB defers the change request, the assigned SE/BA or DXC Systems Supervisor will log into AIP and:
  - Add a note of clarification to the CO, indicating the Agency has deferred the change request to a future CCB meeting and note any reason given for the deferral.
  - The DXC Systems Supervisor will add the change request to the next CCB agenda.
  - Repeat step 3 as necessary.

Responsible Party(s): DXC Systems Supervisors, SEs, & BAs

2.7 Changing a Defect to a Billable CO

The following steps are required when DXC believes a Defect should be changed to a billable CO:

1. Status of the Defect is changed to "**Under CCB Review**".

   Responsible Party(s): DXC Systems Supervisors, SEs and BAs

2. DXC Systems Supervisor will add the change request to the next CCB agenda.

   Responsible Party(s): DXC Systems Supervisors

3. Request will be discussed in a CCB meeting with the Agency. The CCB has the option to approve, deny, or defer the request.

- If the CCB approves the change request, the DXC Systems Supervisor or assigned SE/BA will log into AIP and:
  - Add a note of clarification to the Defect, indicating the Agency approved the designation change.
  - Change the "*Type" field from Defect to CO.
  - Change the CO status back to the previous setting prior to "**Under CCB Review**".
  - Change the "*Billable" field from an "N" to a "Y".
  - Add "AAyyyymmddvv" to the "CO Reference" field, whereas:
    - AA = Agency Approved
    - yymmdd = the date the Agency approved the CO
    - vv = version number, (ex: 01, 02, 03, etc.)
  - Add the CCB meeting minutes to the CO as verification.
- If the CCB denies the change request, the assigned SE/BA or DXC Systems Supervisor will log into AIP and:
  - Add a note of clarification to the Defect, indicating the reasons for the denial.
  - Change the CO status back to the previous setting prior to "**Under CCB Review**".
  - Attach the CCB meeting minutes, which will note the denial, to the Defect in iTRACE.
- If the CCB defers the change request, the assigned SE/BA or DXC Systems Supervisor will log into AIP and:
  - Add a note of clarification to the Defect, indicating the Agency has deferred the change request to a future CCB meeting and note any reason given for the deferral.
  - The DXC Systems Supervisor will add the change request to the next CCB agenda.
  - Repeat step 3 as necessary.

Responsible Party(s): DXC Systems Supervisors, SEs, & BAs

2.8 Changing a Defect to a Non-Billable CO

The following steps are required when DXC believes a Defect should be changed to a non-billable CO:

1. Status of Defect is changed to "**Under CCB Review**".

   Responsible Party(s): DXC Systems Supervisors, SEs and BAs

2. DXC Systems Supervisor will add the change request to the next CCB agenda.

   Responsible Party(s): DXC Systems Supervisors

3. Request will be discussed in a CCB meeting with the Agency. The CCB has the option to approve, deny, or defer the request.

- If the CCB approves the change request, the DXC Systems Supervisor or assigned SE/BA will log into AIP and:
  - Add a note of clarification to the Defect, indicating the Agency approved the designation change.
  - Change the "*Type" field from Defect to CO.
  - Change the CO status back to the previous setting prior to "**Under CCB Review**" status.
  - The "*Billable" indicator should remain "N" in iTRACE.
  - Add the CCB meeting minutes to the CO as verification.
- If the CCB denies the change request, the DXC Systems Supervisor or assigned SE/BA will log into AIP and:
  - Add a note of clarification to the Defect, indicating the reasons for the denial.
  - Change the Defect status back to the previous setting prior to "**Under CCB Review**" status.
  - Attach the CCB meeting minutes, which will note the denial, to the Defect.
- If the CCB defers the change request, the DXC Systems Supervisor or assigned SE/BA will log into AIP and:
  - Add a note of clarification to the Defect, indicating the Agency has deferred the change request to a future CCB meeting and note any reason given for the deferral.
  - The DXC Systems Supervisor will add the change request to the next CCB agenda.
  - Repeat step 3 as necessary.

Responsible Party(s): DXC Systems Supervisors, SEs, & BAs

3. Design/Construction Phase

3.1 CSR Status Updated

Once the CSR is reviewed in the weekly CSR meeting, a DXC Systems Supervisor will update the CSR status in AIP (Not the Mother or Child CO) from "**Submit to Fiscal Agent**" to "**CSR Work In Progress**". Changing the status will automatically generate an email to the Agency Base team and the Agency FPO(s) associated with the CSR to let them know the CSR has been started and will also automatically update the status of the Mother CO from "**Change Order Written**" to "**CO Work in Progress**".

Responsible Party(s): DXC Systems Supervisors

3.2 Complete Design

The assigned SE/BA reviews the requested changes and updates the "Desired Solution Narrative", "Business Impact Narrative" and the "Technical Design Narrative" areas of the CO/Defect as necessary.

The following steps are **required** for BILLABLE COs:

- The SE assigned to the CO is responsible for attaching the estimating excel spreadsheet to the CO in iTRACE and performing an estimate on the CO before construction begins. The estimating excel spreadsheet can be retrieved from the Forms subsection of the TRB section within iTRACE. The name of the estimating excel spreadsheet is: "HC ALXIX Functional Area Estimating Algorithm Tool". N**OTE**: It is requested the name of the estimating excel spreadsheet remain the same. Some of the internal algorithms rely on the specific name of the estimating excel spreadsheet.
- The estimating excel spreadsheet has built in historical data tables to assist the SE in the creation of the estimate for the CO. Once the estimate is generated within the estimating excel spreadsheet, the SE will manually transfer the values generated to the Estimating Metric's section of the CO in AIP. The fields in the metric section of AIP corresponds to the fields in the estimating excel spreadsheet. **NOTE:** The estimating spreadsheet is just a tool:
    - SEs can overwrite the hour estimate provided by the spreadsheet if they feel it's inaccurate based on previous experience.
    - BA's can use the estimating excel spreadsheet to plug in testing hours over and above what will be generated when the SE uses the tool initially to create the estimate. BA's are encouraged to add to the testing estimate, if it is felt the testing hours are insufficient or exceeds the initial generation.

Within iTRACE, in the TRB section, in the 'Processes' subsection, is a power point presentation on how to use the estimating tool. The power point presentation can be found by clicking on the "Estimating" link within the section titled "Alabama Specific Processes".

Responsible Party(s): DXC SEs and BAs

3.3 System Objects/UI Files are Checked Out/Created

SE confirms which system object(s)/UI File(s) need to be modified or which system object may be leveraged to produce new functionality. This step will vary depending on whether the code is batch or UI:

- Batch: SE checks the file(s) out in VCTL.
- UI: SE checks out the UI file(s) from Vault. See the Alabama interChange Standards document Vault usage standards for more information.

Retrieving and checking out the latest version of the software to be changed protects it from simultaneous update by another programmer.

NOTE: If changes do not go through the formal release process (examples include reprocessing and Install & Configuration tasks, AVRS, Feith, and PES) a separate process is in development.

Responsible Party(s): DXC SEs

3.4 Perform Initial Coverity Scan

Coverity is the tool we are using for American Society for Quality (ASQC) scans. The intent of the scans is to uncover potential security or result issues with code before it is in production. When a system object is initially checked out the assigned SE performs a scan to see what issues already exist and determine, with the TFAL, if any should be corrected as part of the new CO/Defect.

Responsible Party(s): DXC SEs

3.5 Begin Construction (Coding Changes and Unit Testing)

SE begins coding changes and unit testing. The CO/Defect status is changed to "**Const/Unit Test in Progress**." The SE notifies the assigned BA(s) that work has begun so that they can start documenting their test plan, writing their system test cases, and perform any preliminary or pre-system testing in Model Office (MO).

Responsible Party(s): DXC SEs and BAs

3.6 Perform End of Construction Coverity Scan

After each system object has been unit tested, a code scan is run to identify any new defects and security vulnerabilities potentially introduced as part of the changes. Any issues identified with the code scan must be resolved and re-testing performed before a walkthrough can be scheduled. Once each change has a clean scan and unit test results, the programmer prepares changes and documentation for a construction walkthrough.

Responsible Party(s): DXC SEs

3.7 Construction Walkthrough Preparation

Prepare walkthrough documentation and attach it to the CO/Defect. See the Walkthrough Form for all required documents.

NOTE: To associate system objects to a CO/Defect (from the iTRACE home page):

- Go to AIP
- Click on DocoTool

- Select "Change Orders" (should be selected by default)
- Type in CO/Defect number in ID CO and press "Go!"
- Select correct CO/Defect from the list
- Click on "Req/SO" (Requirements/System Objects)
- Select the SO Type from the dropdown. For UI, for example, the most likely type is 'panel'
- Select the subsystem from the dropdown and click Find Req-SO (If you know the technical name or Requirement ID, you can type it directly)
- Find all applicable Req/SO(s) in the listing and click the + button to add it to your CO/Defect

Responsible Party(s): DXC SEs

3.8 Construction Walkthrough

After all documents are attached to the CO/Defect, the SE will either schedule a meeting or email a request to have the changes reviewed. The CO/Defect status is changed to **"Ready for Const Wthru**." At a minimum, walkthroughs must involve at least two other SEs (including the subsystem TFAL, if applicable) and the subsystem BA. If User Manual or iTRACE changes have been made, the Technical Writer should also be invited to review. Any changes identified during the walkthrough will be noted on the Walkthrough document and resolved before going forward. If necessary a second walkthrough will be scheduled to review issues identified during the initial walkthrough. The walkthrough document includes a checklist to make sure construction is complete. The SE requesting the walkthrough is responsible for ensuring all walkthrough parties involved have responded.

NOTE: If additional coding changes are required, repeat steps 3.2 (Complete Design) through 3.8 (Construction Walkthrough) as necessary.

NOTE: In the event additional walkthrough's are needed, the SE should create a separate folder in iTRACE to store the new walkthrough documentation. Call further folders Re-Walkthrough 2, 3, 4…, or Walkthrough 2, 3, 4... Note you have to now check item #1 as Yes in subsequent walkthrough forms.

Once the walkthrough has been completed and the walkthrough document has been signed off, the CO/Defect status is changed to "**Const Wthru Completed**" and the SE prepares to implement the change to Model Office (MO).

Responsible Party(s): DXC SEs.

3.9 Check the System Object(s)/UI File(s) back into VCTL/Vault

After all pending items have been completed and sign-off is received, SE checks the system object(s)/UI file(s) back into VCTL (batch) or Vault (UI).

UI: Ensure comments are in the correct format (following common comment standards (Example: for Change Order 14593, comment would be AL14593).

Batch: Comments, at a minimum, should include the CO or Defect number and a brief description. As needed, update the implementation plan to reflect the correct version of the checked in code.

Responsible Party(s): DXC SEs

3.10 UI: Test changes in TEST/Development Environment

UI: Request a UI TEST build to the secondary UI on-call contact. After the TEST build is successful, test changes in the Test/Development environment. This UI build takes the most current version of any code that is checked into Vault to perform the build (whether it is scheduled for a Model Office release or not).

Batch: N/A for Batch

Responsible Party(s): DXC SEs and Secondary UI On-Call

3.11 Preparing Move to Model Office

Upon completion of the construction walkthrough, the SE notifies the BA as to when the CO/Defect will be implemented in MO. The move to MO includes the following actions:

a. The status of the CO/Defect is changed to "**Ready for MO Implementation"** / "**Ready for MO Implementation EFix**" (or higher) in iTRACE.

b. The CO/Defect is associated with a MO release in iTRACE. The release number in iTRACE should be consistent with that specified for the system objects in the Implementation Plan for the CO.

   NOTE: To associate your CO/Defect to a release (from the iTRACE home page):
   - Go to AIP
   - Click on DocoTool
   - Select Releases
   - Enter the release number you want to associate the change to in the "Release Number" field.
   - Select M-Model Office from Environment dropdown and click Go!
   - Click the Release Number/ID that the CO\Defect is to be tied to
   - Select COs from the menu
   - Type in your CO\Defect number in ID CO, click Find COs
   - Click the + under Add CO to tie your CO\Defect to the release

c. For data model CO/Defects, both the CO and the tables are associated to the release in iTRACE.

d. **UI:** No additional step is needed.

   Batch: The SE must create a member in the UNIX test environment for all batch members to be moved to MO. This member will be created in /export/home/dsalmod/promotions.

   For example, to communicate DSS batch entities to be moved to MO in a release scheduled for March 21, 2018, the SE would list their batch members in the file /export/home/dsalmod/promotions/20180321/objects/DSS.

   Change the permission of the member file so others can edit the file.

Responsible Party(s): DXC SEs

4. MO Release Phase

MO releases generally occur every two weeks, on Wednesday evenings, following a checkwrite weekend. This schedule is occasionally adjusted due to holidays or other extenuating circumstances. The MO release schedule is posted on iTRACE Testing page under 'MO Promotions' on left side of the screen.

NOTE: There are three types of MO releases: batch, UI and database. All three types of changes follow the same release schedule.

4.1 Pre-MO Release Process

UI: Prior to the actual MO UI release (preferably Tuesday prior to the release or after the change has been associated to the release), SEs should check the MO release conflict promotion sites:

MMIS: https://mod.alxix.slg.eds.com/alabamarelease/Default.aspx

Web Portal: https://mod.alxix.slg.eds.com/alportalrelease/Default.aspx

This will help validate that the code that they are promoting is not going to have promotion issues and the correct version of the modules will be promoted. This site is automatically refreshed at noon and midnight. This site reviews all of the code that has been scheduled for promotion and spots promotion conflicts that could occur. Any problems that are reported on this site MUST be resolved before the MO UI promotion can begin. The UI release coordinator will monitor this site before each of the MO builds to make sure that the MO build is issue free.

Batch: N/A for Batch

Responsible Party(s): DXC SEs

4.2 MO Release Coordinator: Review CO/Defect Documentation

Before changes can be moved to MO, the MO Release Coordinator performs a final review of the CO/Defect to ensure all required documentation is attached and complete. For all COs and Defects associated to a release:

- All documentation has been completed and is up-to-date and correct. The Walkthrough form is filled out with all the needed approvals.
- The CO is associated to the correct release and is in a "**Ready For MO Implementation**" / "**Ready for MO Implementation EFix**" (or higher) status.
- **UI: N/A**
- **Batch:** All objects are checked in to source control, and those being promoted have entries in the subsystem's object move file, which should be located on mishp1ap at: /export/home/dsalmod/promotions/CCYYMMDD/objects (This is the date of the release)
- A more complete checklist to follow to ensure the CO meets the MO Release Coordinator's guidelines can be found here: MO Release Procedure Checklist

The release is "closed" as of 3:00 p.m. central time on Tuesday afternoons prior to a Wednesday MO release.

- Any issues identified by the MO Release Coordinator must be corrected by the deadline or the changes will be pulled from the release.
- CO's added to the MO release after this deadline will be removed and will require an Exception Promotion. Late exceptions are not allowed.

Responsible Party(s): DXC MO Release Coordinator, SEs

4.3 MO Release Process

UI: UI MO releases start between 12 p.m and 2:00 p.m. The UI release takes in any code scheduled for the MO release.

- Once all MO UI release conflicts have been resolved, the UI Release Coordinator is notified the final MO UI build can begin. The UI Release Coordinator will email the Alabama System Engineers and Alabama System BAs when the final build is complete.

NOTE: Any UI changes that need to be promoted with the current MO UI release "after" the MO UI release is started/completed should follow the "MO Release Phase – Exception Promotions" procedures.

Batch: N/A for Batch

Responsible Party(s): DXC UI Primary On-Call

4.4 Changes are promoted

The approved changes are promoted to the MO environment. A CO/Defect listing is generated and sent to both the DXC Team and Agency after each MO release.

Responsible Party(s): DXC MO Release Coordinator

4.5 Changes are verified

Once the MO release is complete, each SE will verify their changes are in MO and change the CO/Defect status to "**MO Implementation**." The SE communicates with the assigned BA that changes are in MO and are ready to be tested.

NOTE: Contact the subsystem technical lead if help is needed to verify changes were successfully moved to MO.

If it is found changes were not successfully moved to MO, the SE will need to either follow steps documented under "MO Release Phase – Exception Promotions" to promote their missing code or place the changes in MO override and associate the changes with the next MO release.

Responsible Party(s): DXC SEs

5. MO Testing

The following types of testing may be performed in the MO environment:

- Individual subsystem testing
- Integrated subsystem testing
- Interface testing
- Stress testing
- Regression testing

5.1 Testing begins

If the change moving to MO has been identified as having an impact to operations, the assigned BA will send an email update to the appropriate operational supervisor and manager, informing them of the move to MO and noting the potential impacts to operations, providers, and/or recipients (See Section 11. Operations Impact Email).

Once MO testing begins, the CO/Defect status is changed to "**MO Testing in Progress**." Testing continues until the BA is satisfied the system is performing as expected. Any issues identified will be communicated to the SE for resolution.

Responsible Party(s): DXC BAs

5.2 Testing complete

Once MO testing is complete, MO test results, and, if applicable, updated report(s), panel(s), and user manual updates are prepared and attached to the CO/Defect in AIP for Agency review. The CO/Defect status is changed to "**MO Testing Complete**."

Responsible Party(s): DXC BAs

5.3 ITB Requirement Review

Per 2010 ITB requirement 3.01.169: "The Vendor shall, as part of the implementation of all change orders or defects, identify and update the associated requirement(s). If there are no requirements for this change, the Vendor shall write the new requirement(s). The new or updated requirement(s) shall be submitted to the Agency for approval prior to implementation." If no requirement changes are necessary, skip to "Agency Review"

5.3.1 Change to Requirement

If the CO or Defect impacts the way an active requirement is met or verbiage changes are needed, a clarification should be added to the requirement with the proposed verbiage changes and the status set to "CCB". A monthly Change Control Board (CCB) meeting will be held with the Agency to discuss the proposed changes.

Responsible Party(s): DXC SEs and BAs

5.3.2 New Requirement

If the CO or Defect does not map to an existing, active requirement, a new requirement should be created, with the status set to "CCB". A monthly CCB meeting will be held with the Agency to discuss the proposed changes.

Responsible Party(s): DXC SEs and BAs

5.4 Agency Review

5.4.1 Contact Agency

Per 2010 ITB Requirement 3.19.001: "The Vendor shall provide at a minimum five (5) days to review test results. Any test results with less than a five (5) days review time will require the Vendor to schedule an on-site review at the Agency. All test results must have the approval of the function process owner before being moved to production."

No later than the Wednesday prior to the scheduled production release for a billable CO, an email will be sent to the Alabama Agency Base team ([redacted]), subsystem TFAL, and DXC system leaders. The Agency will always review test results for billable COs and notify DXC of their approval or disapproval, through [redacted] or [redacted] (Subject to change). For Defects and non-billable COs, if the Agency has not notified DXC of any issues or questions concerning the system changes by the Monday before the scheduled promotion, DXC will assume the Defect/non-billable CO is approved and will promote the changes as scheduled.

In most cases, the Agency can review the documentation in iTRACE. The Agency will notify DXC if a meeting is required for the walkthrough.

NOTE: There may be times when, due to the nature of the change, there is not enough time to adhere to this notification schedule. In those cases, the Agency will be informed of the change as far in advance as possible.

5.4.1.1 Format of subject line email to Agency

Subject line of the email sent to the Agency will follow the format below;

CO nnnn Requesting Agency Review & Approval of a <functional area> CO

or

Defect nnnn Requesting Agency Review of a <functional area> Defect

NOTE: If a CO is tied to a CSR number, for example: CO 6950 is tied to PR2009100901, the following subject line format is sent to the Agency;

CO nnnn (XXyyyymmddnn) Requesting Agency Review & Approval of a <functional area> CO

Examples;

CO 6131 Requesting Agency Review & Approval of a PA CO

CO 6950 (PR2009100901) Requesting Agency Review & Approval of a Provider CO

Defect 6783 Requesting Agency Review of a Claims Defect

5.4.1.2 Format of text in the body of email to Agency

The text used in the body of the email to request Agency Review &/or Approval will follow the format below;

Test Results for <Functional Area> <CO/Defect> nnnn - <CSR # if applicable>, <Short Description> are now in iTRACE and are available for your Review &/or Approval.

Changes associated with this request are scheduled to move to production on mm/dd/yy. Please reply with your response no later than mm/dd/yy. You may use the following link to view the test results.

https://pwb.alxix.slg.eds.com/alxix/Subsystem/Utils/RequestDoco.asp?ID=nnnn

<This paragraph can contain any special instructions unique to the Defect or CO sent to the Agency.

*If the Agency does not have at least **five** business days to review test results and provide feedback, the following statement should be added to the email request (This statement will be in **bold** and placed at the beginning of the text used in the body of the e-mail;*

The requested response date below does not allow at least five business days for response. The requested date will allow this change to promote with the next scheduled move to production. DXC understands that adequate review time must be allowed. If you are unable to meet the requested timeframe, please respond indicating how much more time will be needed. In that case, the release will be adjusted or postponed to allow the required time.

This section will note approvals received from additional internal DXC teams, who, if necessary, reviewed and approved test results associated with this request, (NOTE: Email attachment of approval from the additional internal DXC team is required).

This section can be used to note where to find the test results or other documents (Example User Manual(s), Requirement changes) for review, etc.>

Please feel free to contact me if you have any questions or concerns.

Thank you!

<Signature block>

NOTE: Do not send an email which requests response within less than 24 hours. If an emergency requires response in less than 24 hours, coordinate through the Systems Supervisor who will work with the Agency to coordinate the emergency review.

Responsible Party(s): DXC BAs or SEs

5.4.2 Agency Test Case Review

After reviewing the testing documentation (which may include MO test results, updated iTRACE screenshots, and/or User Manual updates), the Agency will notify DXC of their approval for the change to be implemented or request additional information on the change. For billable COs,

approval MUST be obtained on MO test results, updated iTRACE screenshots, and/or User Manual updates.

Responsible Party(s): Agency PMO

5.4.3 Agency Approval Notification (Billable COs)

After required approval is received from the Agency, the SE is notified that the billable CO is approved and may be promoted to production. The CO status is changed to "**Ready for UAT Impl**." (or above) BA also attaches Agency approval documentation to the CO.

Responsible Party(s): DXC BAs

6. UAT/ACC Release Phase

If the CO/Defect moving to UAT has an impact to operations, the assigned BA will send an email to the appropriate supervisor and manager, informing them of the move to UAT and noting the potential impacts to operations, providers, and/or recipients (**See Section 12. Operations Impact Email**).

NOTE: COs/Defects do not need Agency approval to move to UAT.

UAT/ACC releases are generally scheduled to occur every two weeks on Wednesday evenings, six days prior to a Tuesday production release. This schedule is occasionally adjusted due to holidays or other extenuating circumstances. The UAT/ACC release schedule is posted on iTRACE at https://pwb.alxix.slg.eds.com/alxix/Testing/ under UAT Promotions on the left side of the page.

6.1 COs/Defects Associated with the UAT Release

Prior to the UAT release, DXC SEs should ensure any COs/Defects being removed or added to the release are:

- In a "**Ready for UAT Impl**" (or above) status.
- Associated with the release in AIP.

Responsible Party(s): DXC SEs

6.2 Batch & UI CO/Defect UAT promotion list

UI: On Wednesday morning, prior to the UAT release, the DXC UI Primary On-Call will send a list of UI COs/Defects associated with the release.

Batch: On Wednesday afternoon, prior to the UAT release, the DXC UAT Release Coordinator will send a list of batch system objects and all COs/Defects associated with the release and request SEs to respond with any objects that should be added or removed before 5:00 p.m. The finalized list of system objects is what will be promoted from MO to UAT. This finalized list of system objects is also the starting point for the next production list.

Responsible Party(s): DXC UI Primary On-Call & UAT Release Coordinator

6.3 Agency Notification

Per 2010 ITB Requirement 3.01.141: "The Vendor shall submit a software release list five (5) days prior to the release being applied to the production environment. The release list shall contain all changes that will be applied to the production environment as part of the release. The release list shall identify all applicable issues (issue, change orders, defects, etc.) with the associated issue number, the business area impacted, the status of the WPR (work product review) and the date Agency approval was received."

A CO/Defect listing is generated and sent to the Agency before each UAT release and five days before changes are forecasted to move to Production.

Responsible Party(s): DXC Systems Supervisors

6.4 HID Notification

Due to potential impact to the HID automated screen scraping process, HID should be notified of ANY UI changes being moved to UAT/ACC in advance of the release (email should be sent Wednesday afternoon, at the latest). HID has access to the UAT/ACC environment and can test their screen scraping process in UAT/ACC in advance of the production release. HID has asked for 3 business days to test in UAT/ACC before a production release is held, so any delay in the UAT/ACC release will also impact the production release. In addition to notifying HID of the release, any changes to the following panels should be highlighted (as these are panels used by HID as part of their screen scraping process):

Provider	
Related Data ➔ Other ➔ License	
Recipient	
Information	Medicare A
Benefit Plan	Medicare B
Reference	
Drug	Benefit Plan Coverage Rules
Federal MAC	Drug Rejection Criteria
AWP Rate	Other Rates
Pricing	State MAC Rate
PA	
Base Information	Line Item
Non-Medicaid Provider	

NOTE: Tag Name changes are controlled by the DNN framework and are completely dynamic. When we do a release, HID will have to validate/redo their scripts to pick up the new tag names. Although the additional UAT/ACC testing will reduce the chances of a tag name change being introduced to production without HID knowledge, the possibility will continue to exist.

Responsible Party(s): DXC Systems Supervisors

6.5 UAT Release Process

UI: UI UAT releases start between 12 p.m and 2:00 p.m. The UI release takes in any code scheduled for the UAT release.

Batch: N/A for Batch

Responsible Party(s): DXC UI Primary On-Call

6.6 Changes Promoted

On Wednesday evening of the UAT release, the approved CO/Defect system objects are promoted to the UAT/ACC environment. Any issues reported during this promotion are communicated to the SE team for resolution. The UAT Release Coordinator emails a list of batch system objects successfully promoted to the Alabama Systems Team distribution.

Responsible Party(s): DXC UAT Release Coordinator

6.7 Promotion Verified

On Thursday morning following the UAT release, each SE confirms their modules were correctly promoted to UAT/ACC. Status should be updated to "**UAT Implementation**".

NOTE: Contact the subsystem technical lead if help is needed to verify changes were successfully moved to UAT/ACC.

Responsible Party(s): DXC BAs & SEs

6.8 Agency and External Entity Testing

After changes are in UAT, the Agency has the option to execute their own testing before changes are scheduled to move to Production. UAT testing by the Agency is not usually required prior to production promotion.

DXC will contact any external entities or providers who are participating in testing of the promoted changes. DXC will assist, as needed, with any issues that occur during testing.

Responsible Party(s): DXC SEs & BAs, Agency & External Entities

7. Production Release Phase

If the assigned CO/Defect, moving to production, has been identified as having an impact to operations, the assigned BA will send an email update to the appropriate operational supervisor and manager, informing them of the move to production and noting the potential impacts to operations, providers, and/or recipients (**See Section 12. Operations Impact Email**).

Production releases are generally scheduled to occur every two weeks, on Tuesday evenings following a checkwrite weekend. This schedule is occasionally adjusted due to holidays or other extenuating circumstances. The production release schedule is posted on iTRACE at https://pwb.alxix.slg.eds.com/alxix/Testing/ under Production Promotions on the left side of the page.

7.1 UI Only: Pre-Verification of changes

Changes are moved to pre-deployment sites prior to officially moving to production. An email is generated when these sites are available.

Users have the same security access in these sites than they do in production.

Responsible Party(s): DXC SEs

7.2 Batch and UI CO/Defect Production Promotion List

UI: On Tuesday morning, prior to the production release, the DXC UI Primary On-Call will send a list of UI COs/Defects associated with the release.

Batch: On Tuesday afternoon, the day of the production release, the DXC Production Release Coordinator will send a list of system objects and COs/Defects associated with the release and request SEs to respond with any objects that should be added or removed before 5:00 p.m. The finalized list of system objects is what will be promoted from UAT to Production. The status for any changes expected to move to production should be "**Ready for Prod**" (or above).

NOTE: If sign-off has not been obtained for a change or if changes must be held to coordinate with other changes, the SE notifies the DXC UI Primary On-Call or Production Release Coordinator and has the affected CO/Defect/system objects pulled from the release.

Responsible Party(s): DXC SEs, UI Primary On-Call, and Production Release Coordinator

7.3 COs/Defects Associated with the Production Release

Prior to the Production release, DXC SEs should ensure any COs/Defects being added to the release are associated with the release in AIP. If a CO/Defect should not move with the release, it should also be removed from the release in AIP. The list of COs/Defects should have all their related system objects identified and listed in the previous step (Batch and UI CO/Defect Production Promotion List).

Responsible Party(s): DXC SEs

7.4 HID Notification

A courtesy reminder email is sent to HID to remind them of the Production release. The email should re-state any known impacts.

Responsible Party(s): DXC Systems Supervisors

7.5 Agency Notification

A list of all COs/Defects moving as part of the Production release is generated and sent to the Agency. This list should also include any COs/Defects/Tasks that have been placed in a "**Prod Implementation**" status since the last release.

Responsible Party(s): DXC Systems Supervisors

7.6 Changes Promoted

On the Tuesday evening of a scheduled release to Production, the approved requests are promoted to the Production environment.

UI: approved changes will be automatically re-directed to their respective Production sites (MMIS or Web Portal).

Responsible Party(s): DXC Production Release Coordinator

7.7 User Manual Updates

Technical Writer is notified of all User Manual updates (**See Section 8** for additional information on updating User Manuals). SE's/BA's will ensure any associated documentation in iTRACE is present and any updates are applied.

Responsible Party(s): DXC BAs, SEs and Technical Writer

7.8 Promotion Verified

On the day following a production release, the SE confirms the CO/Defect was successfully promoted to production.

NOTE: Contact the subsystem technical lead if help is needed to verify changes were successfully moved to Production.

There are two parts to the promotion verification:

7.8.1 Verify System Object(s)

UI: N/A

Batch: Verify system object(s) moved to production correctly.

7.8.2 Verify Change(s)

Each CO or Defect is unique in the change(s) to the application, thus the verification process will be unique as well. In the Implementation Plan, a section titled "Post Implementation Verification" provides a space to note the unique verification steps required and is to be completed prior to the construction walkthrough step. The verification steps will be reviewed

and approved, along with the rest of the Implementation Plan. Once the CO/Defect is promoted to production, the following is required to occur:

1. Verification of change(s)
   a. Change status of CO/Defect to "**Prod Verification**".
   b. Perform verification step(s) as outlined in the **Post Implementation Verification** section of the Implementation Plan.
   c. Attach supporting documentation verifying the change(s) are working as designed to the CO or Defect in iTRACE.
   d. Update the **Date Verified** field in the **Post Implementation Verification** section of the Implementation Plan.
2. If verification of change(s) will not or cannot occur within a reasonable timeframe due to the nature of change(s), then Agency approval is required to bypass the verification step:
   a. Change status of CO/Defect to "**Prod Verification**".
   b. Send an email to the Agency requesting approval to bypass the verification step (see section 7.10 Format of Agency Email Requesting Bypass).
   c. If the bypass is approved:
      i. Attach email from the Agency, approving bypass of verification, to the CO/Defect in iTRACE.
      ii. Update the **Verification Activity** and **Date Verified** fields in the **Post Implementation Verification** section of the Implementation Plan.
      iii. Change status of CO/Defect to "**Prod Implementation – Verification Bypassed**".

Responsible Party(s): DXC SEs and BAs

7.9 Subsystem CO/Defect Status Updated

The subsystem CO/Defect status is changed to "**Prod Implementation**" or "**Prod Implementation – Verification Bypassed"** only after final verification of necessary updates to User Manuals, requirements, report layouts, screen displays, and associated documents are complete in iTRACE, or the Agency has approved a formal bypass request.

Responsible Party(s): DXC SEs and BAs

7.10 Format of Agency Email Requesting Bypass

The following format of the subject line and text in the body of the email is required when sending a request to bypass the verification process noted above, to the Agency FPO of your CO or Defect with a cc to [redacted].

Subject line of the email sent to the Agency will follow the format below;

CO nnnn Verification process BYPASS request of a <*functional area*> CO

or

Defect nnnn Verification process BYPASS request of a <*functional area*> Defect

The text used in the body of the email to request Agency approval to bypass the verification process will follow the format below;

BYPASS request for <*Functional Area*> <CO/Defect> nnnn - <*CSR # if applicable*>, <*Short Description*> is requested for the following reasons;

<This section will list the reasons why the verification process is not within reasonable timeframe or effort. >

Agency's option to this request is to reply with;

1. **Approving the bypass request**
2. **Seek additional information on the bypass request**
3. **Request DXC proceed with the verification process**

Please feel free to contact me if you have any questions or concerns.

Thank you!

<Signature block>

Responsible Party(s): DXC SEs and BAs

7.11 Process for Closing out CSR's a.k.a. Mother CO's

When the last child CO of a CSR is approved and moved to a Production implementation status, leaders will:

1. Verify the Mother CO Subsystem Impact Form is complete
2. Send an email to the Agency Base team requesting closure of the Mother CO. The email will also give the Agency the option of having DXC staff provide a final end-to-end system walkthrough of changes associated with the CSR.

The email will follow the format below:

1. Email will be sent to the following;

[redacted], [redacted], and [redacted]

2. For the subject Line, it will state:

ACTION REQUIRED: CSR nnn – Mother CO xxxxx - <description of CO> ready to be CLOSED

3. Body of email will state:

DXC has completed all of the work required under CSR nnn – Mother CO xxxxx - <description of CSR>. The child CO(s), listed below are either canceled or in Production:

<Functional area> CO xxxxx - <description of CO> - <status of CO>

<Functional area> CO xxxxx - <description of CO> - <status of CO>

<Functional area> CO xxxxx - <description of CO> - <status of CO>

Etc…

The Agency has the option of having a final walkthrough of changes associated with the CSR, prior to giving approval for DXC to close the request.

<DXC systems leadership team will use this section to provide a recommendation for end-to-end testing or a reason why end-to-end testing is not necessary, (this is at the request of the Agency and the Agency has the right to decide ultimately if end-to-end testing is desired)>

Please respond with either:

Agency approves closure of CSR nnn – Mother CO xxxxx - <description of CSR>

-Or-

Agency requests a final walkthrough of changes associated with this CSR, prior to approving closure.

If the Agency requests a final end-to-end system walkthrough of the changes associated with the CSR, DXC systems leadership team will direct the BAs associated with the child CO's to request a meeting with the Agency to gather the requirements for the final walkthrough, create test cases, and present the final walkthrough of changes in a follow-up meeting.

If/when the Agency approves the final walkthrough, the Agency will submit an email follow-up to DXC approving closure of the CSR.

Once approved, DXC system leadership will:

- Change the status of the Mother CO to "**Prod Implementation**".
- Change the status of the CSR to "**Prod Implementation**". Changing the status will automatically generate an email to the Agency Base team and the Agency FPO(s) associated with the CSR to let them know the CSR has been closed.

Responsible Party(s): DXC Systems Supervisors, SEs, and BAs

7.12 Billable CSRs: Roll-up Estimate and Actual Hours

Once approval is received to close a billable CSR/Mother CO, both estimated and actual hours are rolled up from child COs associated with the CSR and manually added to the Metric section of the Mother CO in AIP:

- Estimates: Rolled-up from the individuals child COs in iTRACE. Hours were estimated as part of the "Complete design and begin coding changes and unit testing" step for billable COs.
- Actuals: Rolled up from the actual hours submitted against all the child COs associated with the CSR in TMS.

Over time, the DXC leadership team will evaluate the accuracy of estimates vs. actual hours and, if necessary, adjust the estimating tool historical data tables and the predefined percentages. Actuals will also help with future project management activities when a similar change is requested.

Responsible Party(s): DXC Systems Supervisors

8. Documentation

Documentation changes resulting from COs/Defects must be approved by the Agency. All iTRACE panel/report/letter changes and User Manuals must be presented to the Agency and approved at the same time MO test results are shown. This section contains a complete list of possible documentation updates for any given CO/Defect.

8.1 iTRACE Updates

8.1.1 UI Panels

If UI panels are affected, new screenshot(s) of the panel(s) must be prepared. In most cases, AIP must also be updated to reflect the changes.

NOTE: When creating images all PHI should be masked/redacted.

Responsible Party(s): DXC BAs and SEs

8.1.2 Reports and letters

If reports or letters are affected, new screenshot(s) of the report(s) or letter(s) must be completed. In most cases, the AIP must also be updated to reflect the changes.

NOTE: When creating images all PHI should be masked/redacted.

Responsible Party(s): DXC BAs and SEs

8.1.3 System documentation

Evaluation of the following system documentation must be made to determine any changes required as a result of the change:

- Job streams
- Job scripts
- Programs
- Data Model tables
- Code tables
- External/Internal interfaces

Responsible Party(s): DXC SEs

8.2 AMMIS Documentation Updates

Per 2010 ITB Requirement 3.01.170: "The Vendor shall as part of the implementation of any change orders or defects, update all other documentation with the new or updated requirement(s) and requirement(s) numbering. The modified documents must be presented to the Agency for approval prior to implementation".

Evaluation of the following AMMIS documents must be made to determine any changes required as a result of the change:

8.2.1 Operating Procedure User Manuals:

- Account Guidelines
- Claims Processing
- Financial Services
- Prior Authorization
- Provider Services
- Recipient Call Center

8.2.2 Subsystem User Manuals:

- Claims
- Drug Rebate
- DUR
- ePrescribe
- EPSDT
- EVCM – Web Portal, PES, Vendor Specs
- Financial
- LTC
- Managed Care
- MAR
- Prior Authorization
- Provider
- Provider Enrollment Web Portal
- Recipient
- Recipient AR
- Recipient Web Portal
- Reference
- SUR
- System Wide
- TPL

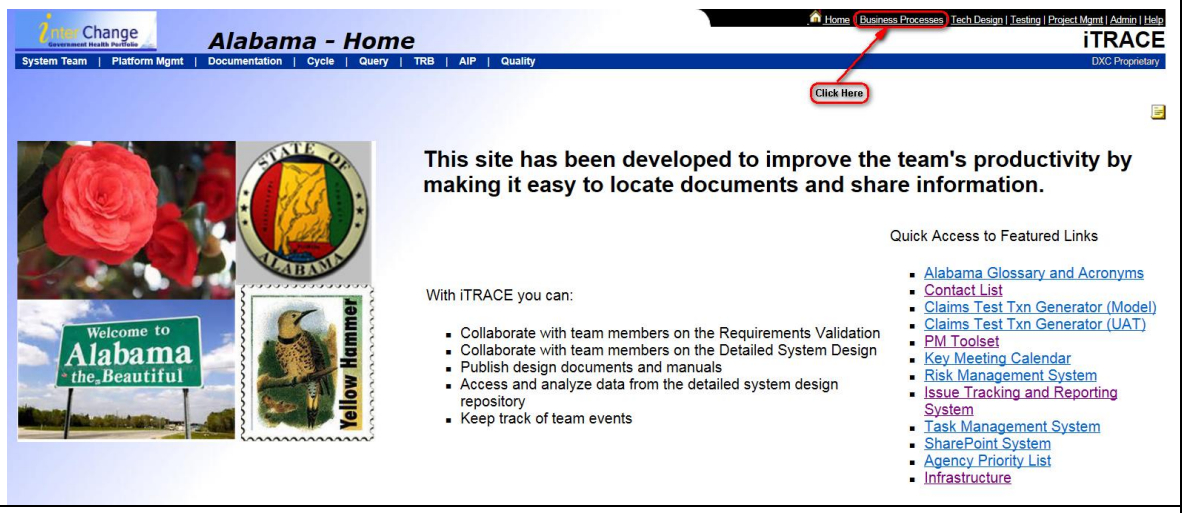
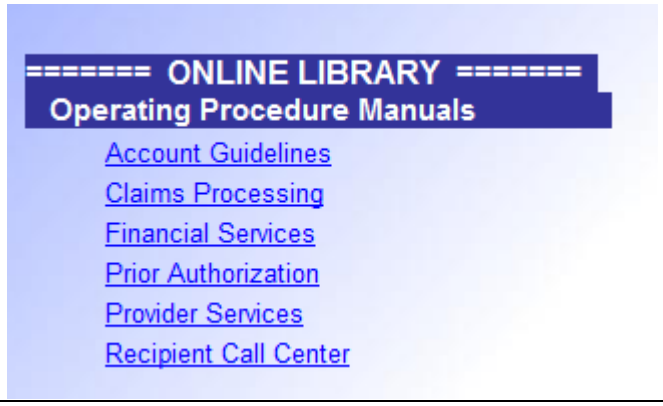
8.2.3 Additional Documentation:

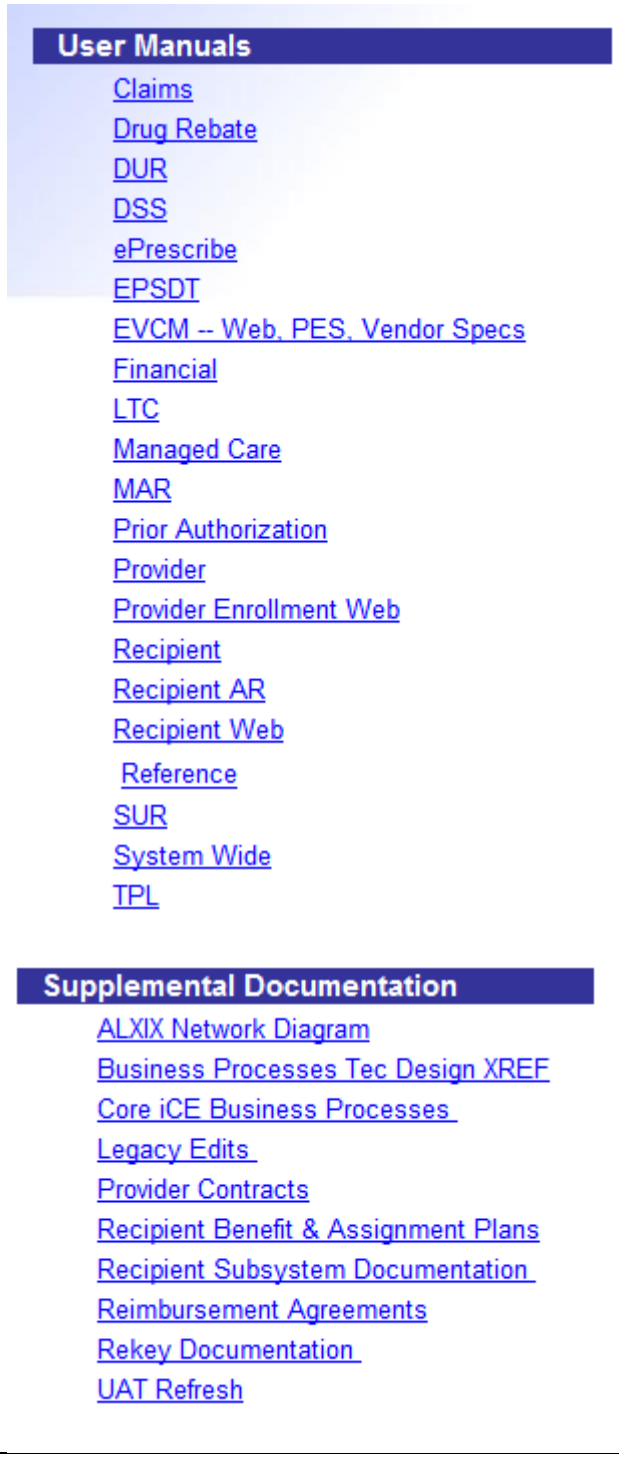
- Provider Electronic Solutions (PES) User Manual
- Provider Contracts
- Provider Manual
- Recipient Benefit & Assignment Plans

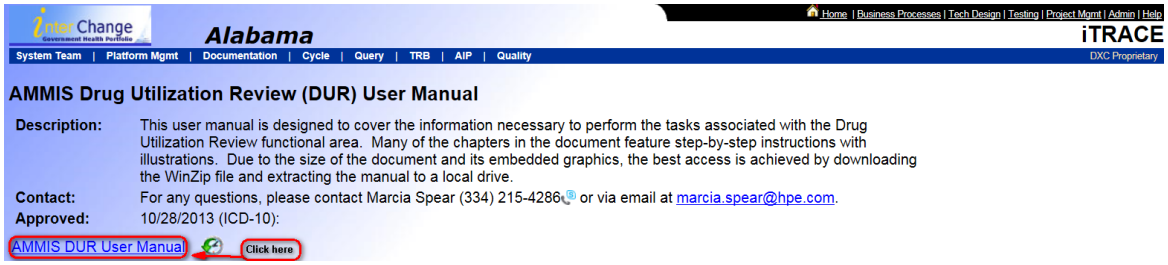
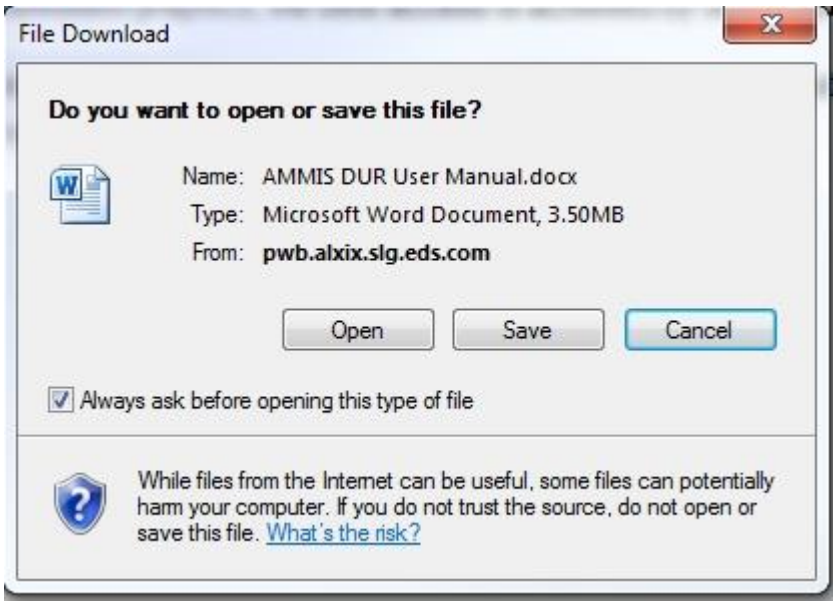
- Reimbursement Agreements

8.2.4 Documentation Process for Updating AMMIS Manuals

The following outlines the necessary steps to update the AMMIS Subsystem User Manuals, Operating Procedures, PES Manual, Web User manuals, HIPAA Companion Guide, Vendor Specifications and the NCPDP Companion Guide based on CO/Defect requirements:

Step	Action
1	Access iTRACE.
2	From the main menu. Click on **Business Processes**. 
3	Using the scroll bar locate the **Operating Procedure Manuals, User Manuals** or **Supplemental Documentation** section. 

Step	Action
	
4	Click on the designated manual. Note: The AMMIS DUR User Manual was selected for the purposes of this step.

Step	Action
	 Click on the **hyperlink** to access the User Manual document.
5	 **Click Open**.
6	Locate section(s) to be updated based on CO or Defect.
7	Copy and paste section(s) into a Blank Word document.
8	Turn track changes on prior to making any updates to the new document. Note: Select Tools/Track Changes to activate.
9	Make necessary updates to section(s). Note: If this is a revision to a current panel/report include the correct heading number of the section from the master user manual. If this is a new addition of a panel/report include the heading number of where the new section will reside in the manual. For assistance contact the technical writer.
10	Save document in the following format: CO/Defect Number_(Panel/Report/Section) Name_Date. When multiple System Objects under the same subsystem are affected, a single document can be created under the name: CO/Defect Number(Subsystem Name)_Date.
11	Forward manual update(s) to Technical Writer for review prior to the internal walkthrough. Apply appropriate editing changes as indicated by Technical Writer.

Step	Action
12	Hold technical walkthrough with manual updates available for reviewers. Note: If further changes to the User Manual were suggested during the technical walkthrough, work with the Technical Writer to make the updates and verify format.
13	Notify Technical Writer via e-mail when CO/Defect moves to Production.
14	Technical Writer will update the appropriate master version of the manual and upload the revised version to iTRACE.

8.2.5 Documentation Process for Creating AMMIS Manual Entry for a New Panel or Report

Step	Action
1.	Open a blank MS Word document.
2.	Copy panel and/or report outline (provided in sections 8.2.5.1 and 8.2.5.2) into a MS Word document.
3.	Update outline with new panel and/or report information.
4.	Save document in the following format: CO/Defect Number_(Panel/Report) Name_Date. **Example:** CO 12345_Claims Search Results Panel_20140901 **Example:** DF 23456_CLM-0011-D_Clerk ID Recycle Claims Report_20140901 Note: Full panel name and/or report should be entered. When multiple System Objects under the same subsystem are affected, a single document can be created under the name: CO/Defect_Number (Subsystem Name)_Date. Note: Full subsystem name should be entered. **Example:** CO_12345 Claims_20140915
5.	Upload user manual documentation to Change Order.

8.2.5.1 New Panel Template

Use the following template as a guide to create a new user manual entry for a new panel.

New Panel Template.docx

8.2.5.2 New Report Template

Use the following template as a guide to create a new user manual entry for a new report.

New Report Template.docx

9. MO Release Phase – Exception Promotions

The Model Office (MO) Exception Promotion Process should be followed whenever changes need to be moved to MO outside of the normal MO Release schedule.

The assigned DXC SE should coordinate with the assigned BA prior to requesting an exception promotion. It is important the BA is aware of the CO/Defects progress in order to be able to obtain Agency approval.

Responsible Party(s): DXC SEs

9.1 Complete Exception Promotion Form

An Exception Promotion Form must be completed and sent to the Alabama Release Team distribution list. Any questions on how to complete this form, should be directed to the Alabama Release Team distribution list.

NOTE: There are separate forms for batch and UI.

Before sending the request for approval, set the CO/Defect status to "Ready for MO Implementation – EFix".

NOTE: All other documentation must be completed as though it were a regular promotion.

Responsible Party(s): DXC SEs

9.2 Exception Promotion Approval

Email approval from at least one Systems leader, the Solution Architect, and the DXC MO Release coordinator must be received.

NOTE: The Release coordinators and/or Solution Architect will review documentation as part of the approval. If documentation is not complete and signed off, the promotion may not proceed unless a manager overrides this decision.

Responsible Party(s): DXC Systems Supervisors, Release Coordinator, Solution Architect, SEs

9.3 Attach Exception Promotion to CO/Defect

Once you receive the required approvals, attach a copy of your completed Exception Promotion form to the CO/Defect in iTRACE.

Responsible Party(s): DXC SEs

NOTE: If Batch, skip to step 9.6. If UI, continue with step 9.4

9.4 Promote Code to the Corresponding Environment (UI)

9.4.1 Promote Code

After receiving approval, the SE will check-in the changes to the appropriate vault release repository and the UI secondary on-call will promote the code through the MO override process.

Responsible Party(s): DXC UI Secondary On-Call & SE

9.5 Request an MO Override Build (UI)

Once the modules have been checked in into the "AL Release" repository, the SE must request a MO Override build to the Alabama UI distribution list. This build will occur after COB that same day. The secondary SE will send a confirmation email so changes can be verified in MO.

Responsible Party(s): DXC UI Secondary On-Call & SE

9.6 Changes are Verified

Once the MO override build is complete, the SE will verify their changes are in MO and change the CO/Defect status to "**MO Implementation**." The SE communicates with the assigned BA that changes are in MO and are ready to be tested.

NOTE: Contact the subsystem technical lead if help is needed to verify changes were successfully moved to MO. If there are any issues promoting the code to MO, contact the Release Coordinator for investigation.

Responsible Party(s): DXC SEs

10. Production Release Phase – Exception Promotions

The Production Exception Promotion Process should be followed whenever changes need to be moved to Production outside of the normal Production Release schedule.

NOTE: Exception Promotions to Production must already have Agency approval and cannot be requested on Production Release day.

10.1 Complete Exception Promotion Form

An Exception Promotion Form must be completed and sent to the Alabama Release Team distribution list. Any questions on how to complete this form, should be directed to the Alabama Release Team distribution list.

NOTE: There are separate forms for batch and UI.

Responsible Party(s): DXC SEs

10.2 Exception Promotion Approval

Email approval from at least one Manager, the Solution Architect, and the DXC Release coordinator must be received.

NOTE: The Release coordinators and/or Solution Architect will review documentation as part of the approval. If documentation is not complete and signed off, the promotion may not proceed.

Responsible Party(s): DXC Systems Supervisors, Release Coordinator, Solution Architect, SEs

10.3 Attach Exception Promotion to CO/Defect

Once you receive the required approvals, attach a copy of your completed Exception Promotion form to the change's folder in iTRACE.

The suggested naming is:

CO/Def <number><env> Exception Promotion Form MM-DD-YYYY.docx.

where <number> is the CO/Defect number and <env> is the environment where the changes will go into (MO/UAT/PROD)

Responsible Party(s): DXC SEs

NOTE: If Batch, skip to step 10.6. If UI, continue with step 10.4

10.4 Manually Promote Code to the Corresponding Repository (UI)

These actions MUST be done before 5:00 PM Central, Monday thru Friday;

10.4.1 Manually Promote Code

After receiving approval, the SE will promote the code manually to the corresponding repository, ALMXXX (where XXX is the release number currently in Production). The ALMXXX directory is located in the "AL Release" repository.

NOTE: In addition to the current MO release, the SE must also associate the changes to the next MO release (i.e. if the current MO release is 138, it would be tied to both 138 and 139).

Responsible Party(s): DXC SEs

10.4.2 Check In Code

Once the SE has copied all of the elements, they need to check in the code using the comments ALXXXX - where XXXX is the CO/Defect number.

Responsible Party(s): DXC SEs

10.5 Request a Production Override Build (UI)

Once all elements are checked in, the SE will change the status of the CO/Defect to "PROD OVERRIDE". Then a Production UI build has to be requested to the Alabama UI team. The UI Secondary On-Call SE will schedule a Production UI build that same night.

Responsible Party(s): DXC UI Secondary On-Call & SE

10.6 Changes are Verified

Each SE confirms that their modules were correctly promoted to production. It is also necessary for the team to review the automated emails to ensure the correct release was promoted. This step will help ensure a quick response to any changes promoted to production in error.

NOTE: Contact the subsystem technical lead if help is needed to verify changes were successfully moved to production. If it is found changes were not successfully moved to production, contact the release coordinator for investigation.

Responsible Party(s): DXC SEs

10.7 User Manual updates

Technical Writer is notified of all User Manual updates. See Section 8 for additional information on updating User Manuals.

Responsible Party(s): DXC SEs and BAs

10.8 Subsystem CO Status Updated

The subsystem CO/Defect status is changed to "**Prod Implementation**" or "**Prod Implementation – Verification Bypassed"** only after final verification of necessary updates to User Manuals, requirements, report layouts, screen displays, and associated documents are complete in iTRACE, or the Agency has approved a formal bypass request.

NOTE: In addition to the statuses mentioned above, the following statuses may be used as necessary at any time during the CO/Defect process:

a. "**Hold**" – If changes must wait until a later date
b. "**Cancelled**" – If changes are no longer required
c. "**Awaiting Further Definition**" – If additional information is needed from the Agency or other third party intermediary
d. "**Prod OVERRIDE**" – This is used for emergency changes which are placed in the Production Override library. This status will be changed to "**Prod Implementation**" or

"**Prod Implementation – Verification Bypassed**" once the changes have been promoted and/or verified through the normal chain of events.

Responsible Party(s): DXC SEs and BAs

11.Operations Impact Email

Standard template e-mail is to be used when e-mailing the impacted Operations team of potential impacts identified in a new BASE request.

The Subject line of the required e-mail should contain the following;

Operational Impacts in <CO, Defect, Task> ###### <CO Description>

The Body of the required e-mail should contain the following;

Good morning/afternoon,

This is an initial email on <CO, Defect, Task> #####, <CO description>, the <CO, Defect, Task> is on the books to be work at some point. Once this request is in the beginning stages of the lifecycle of a request, we will send another notification out to the team with any additional information & details as they are known.

At this time, here is what we believe is the impact to Operations, <include believed Impact>>

As always, please feel free to contact me with any questions you may have with respect to this request. In addition, as we know more details or have additional information to share, we will send additional updates, as soon as possible.

Thank you,

<BA name>

<Signature block>